

ABSTRACT

A system allows an agent to execute an interaction protocol, to create an interaction between the agent and a contact. The agent or a computer dialing system initiates a call to a contact and the agent selectively interleaves responses to the contact with a live voice or with a recorded script. The interleaving of responses to the contact from the human agent and the recorded script approximates seamless transitions. The system includes a script player for outputting scripted voice waveforms over a phone line to a contact and a signal processor configured to provide a normalized signal selected from the output device and the script player.

U:\Fonda\MYFILES_patents\PATENTS\2866-2-1 PAT-APP v1.wpd